

macOS Support Essentials 10.14 (Mojave)

Course Description

macOS Support Essentials 10.14 is a three-day course that teaches the best ways to support macOS Mojave users. The course includes lectures, demonstrations, group discussions, and hands-on exercises that provide real-world experience.

Objectives

What you'll learn:

- How to use macOS Mojave tools and resources to troubleshoot macOS Mojave
- macOS Mojave features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 10.14 certification

Audience

- People who manage computer networks or computer labs that run macOS
- People who support Mac users

Topics

Installation and Configuration

Update, Upgrade, and Reinstall macOS High Sierra, Set Up and Configure macOS, Use the Command-Line Interface, Use macOS Recovery.

User Accounts

Manage User Accounts, Manage User Home Folders, Manage macOS Security, Manage Password Changes with Keychain Access.

File Systems and Storage

Manage File Systems and Storage, Manage Encryption with FileVault, Manage Permissions and Sharing.

Data Management

Use Hidden Items, Shortcuts, and File Archives, Manage System Resources, Use Metadata and Spotlight, Manage Time Machine.

Apps and Processes

Install Apps, Manage Documents, Manage and Troubleshoot Apps.

Network Configuration

Manage Basic Network Settings, Manage Advanced Network Settings, Troubleshoot Network Issues.

Network Services

Manage Network Services, Manage Host Sharing and the Personal Firewall. System Management Troubleshoot Peripherals, Manage Printers and Scanners, Troubleshoot Startup and System Issues.